

NOTICE OF OFFICE OF MANAGEMENT AND BUDGET ACTION

Date 07/01/2008

Department of Education

FOR CERTIFYING OFFICIAL: Michell Clark

FOR CLEARANCE OFFICER: Angela Arrington

In accordance with the Paperwork Reduction Act, OMB has taken action on your request received 04/07/2008

ACTION REQUESTED: Extension without change of a currently approved collection

TYPE OF REVIEW REQUESTED: Regular

ICR REFERENCE NUMBER: 200803-1800-001

AGENCY ICR TRACKING NUMBER: 3569

TITLE: Master Generic Plan for Customer Surveys and Focus Groups

LIST OF INFORMATION COLLECTIONS: See next page

OMB ACTION: Approved with change

OMB CONTROL NUMBER: 1800-0011

The agency is required to display the OMB Control Number and inform respondents of its legal significance in accordance with 5 CFR 1320.5(b).

EXPIRATION DATE: 07/31/2011

DISCONTINUE DATE:

BURDEN:	RESPONSES	HOURS	COSTS
Previous	70,000	25,000	0
New	70,000	24,930	0
Difference			
Change due to New Statute	0	0	0
Change due to Agency Discretion	0	-70	0
Change due to Agency Adjustment	0	0	0
Change Due to Potential Violation of the PRA	0	0	0

TERMS OF CLEARANCE: This generic clearance for ED customer satisfaction focus groups and surveys is approved under the following conditions: 1) ED shall use the generic clearance to collect customer satisfaction data (via surveys and focus groups) where the agency seeks to gather information for general service improvement, not for publication or for the purpose of informing significant policy or resource allocation decisions. 2) Focus groups should be of limited size and scope. 3) For individual surveys or focus groups, ED shall submit a generic IC in ROCIS along with an abbreviated supporting statement in the template agreed to by OMB and Education. This statement shall include all relevant information, including a statement of need, intended use of information, description of respondents, information collection procedures, expected response rate, justification for incentive, and estimated burden. 4) OMB will respond with clearance or questions within 10 working days.

OMB Authorizing Official:

Kevin F. Neyland
Deputy Administrator,
Office Of Information And Regulatory Affairs

List of ICs				
IC Title	Form No.	Form Name	CFR Citation	Hrs/\$/Resp
Customer Surveys				24,930 / 0 / 70,000
Total Hours Actually Used for Information Collections Under Currently Approved ICR:				24,930